Title (en)

METHOD AND SYSTEM FOR OPTIMIZING NETWORK PARAMETERS TO IMPROVE CUSTOMER SATISFACTION OF NETWORK CONTENT

Title (de)

VERFAHREN UND SYSTEM ZUR OPTIMIERUNG VON NETZWERKPARAMETERN ZUR VERBESSERUNG DER KUNDENZUFRIEDENHEIT VON NETZWERKINHALT

Title (fr)

PROCÉDÉ ET SYSTÈME D'OPTIMISATION DE PARAMÈTRES DE RÉSEAU AFIN D'AMÉLIORER LA SATISFACTION DU CLIENT DE CONTENU DE RÉSEAU

Publication

EP 3136650 B1 20180613 (EN)

Application

EP 16186256 A 20160830

Priority

IN 4568CH2015 A 20150831

Abstract (en)

[origin: EP3136650A1] A method for for optimizing network parameters of a network includes receiving, via a network probe (117) in communication with the network (130, 133, 135), a service type, key performance indicators associated with the service type, and network parameter information of the network (130, 133, 135). A customer satisfaction score associated with the service type and the associated key performance indicators is determined. When the customer satisfaction score is determined to be below a threshold, one or more network parameters leading to the customer satisfaction score being below the threshold are determined from the network parameter information. The one or more network parameters are adjusted, via a network configuration interface (119) in communication with the network (130, 133, 135), to thereby increase the customer satisfaction score.

IPC 8 full level

H04L 12/24 (2006.01); **H04L 12/26** (2006.01); **H04W 24/02** (2009.01); **H04W 24/06** (2009.01)

CPC (source: EP US)

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Cited by

US11240103B2; WO2019154075A1

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DOCDB simple family (application)

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